



Dear CCB Case Manager,

The first batch data fix to resolve prior authorization requests (PARs) with error B015 took place on August 31, 2021. Case managers should review impacted PARs to confirm that the issue was resolved and contact impacted providers so that they may rebill as needed.

If case managers continue to experience SLS PARs that suspend for Error Message B015 after September 1, 2021, allow one day for resolution through the system. If still not resolved, contact the CCMHelpdesk@dxc.com to request a data fix, which may require approval from the Department.

Dear CCB Case Manager,

Community-Centered Board (CCB) case managers may be experiencing issues in the Bridge when revising Home and Community Based Services Supported Living Services (HCBS-SLS) Waiver prior authorization requests (PARs) related to Service Plan Authorization Limits (SPALs).

Case managers may be receiving Error Message B015 "SPAL spending exceeds Limits. Review and Modify PPA to reduce Authorization to be contained within the SPAL." A batch data fix to resolve impacted PARs is in process with a target implementation of September 3, 2021.

This message will continue to appear on Prior Authorization Requests (PARs) when SPALs are exceeded, but a daily interim process will be put into place to resolve the issue. If case managers are experiencing continued SPAL issues with SLS PARs that continue to suspend for Error Message B015 after September 3, 2021, allow one day for resolution through the system. Contact CCMHelpdesk@dxc.com for additional questions or issues that are unresolved after September 3. Changes to prior authorizations may require approval from the Department.

Thank you,

Department of Health Care Policy & Financing

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